DESTINATION RESIDENCES HAWAII
Reservations Policy

Deposit …… Two nights deposit, inclusive of tax, due 24 hours after initial request for reservations.
For the Christmas period 12/20 – 1/5:
Non-refundable two nights deposit, inclusive of tax due 24 hours after initial request is made.

Remaining Balance ….. ►**Will automatically be charged on credit card provided 15 days prior to arrival.**
►We accept personal checks, Agency checks, and MC/VISA/AMEX/JCB
►For the Christmas period (12/20 – 1/5), balance is will be automatically charged 120 days prior to arrival.
►Taxes are not included in the quoted nightly rates.
►Extra person charge $35.00 plus tax per person, per night in excess of standard occupancy
►All Reservations will be assessed a 9.73% service fee.

Check-in/
Check-Out Times…….. Check-in is 4:00pm; Check-out is 11:00am

Cancellation ……. ►15 days or more notification: Deposit will be refunded.
►Less than 15 days notification: Full forfeiture of reservation. NO REFUNDS.
For the Christmas period 12/20-1/5:
Cancellations 121 days or more prior to arrival, forfeit two nights deposit plus 4.17% sales tax.
Cancellations within 120 days of arrival, full forfeiture of reservation value. NO REFUND.

Travel Insurance may be purchased with our reservations agents to protect your trip against cancellations, interruptions, delays and medical emergencies.

Condominium Unit Assignment

Destination Residences acts as a rental agent for condominiums that are independently owned. Due to the contractual nature of our owner agreements, we must reserve the right to change condominium assignments up to and including the day of arrival.

Occupancy

Upon check-in, if maximum occupancy is exceeded, guest may either accept the charges for an applicable unit (with appropriate maximum occupancy, if available), or they must find alternative accommodations and there will be no refund. Maximum occupancies include children and infants.

Payment for
Nights Reserved ……. Guests are responsible for payments of all nights reserved regardless of the actual arrival or departure date.
NO REFUND FOR NO SHOWS OR EARLY CHECK-OUT.

Two Party …….. In the event two parties rent one unit and one party cancels, the other party is obligated for the standard occupancy rate.

Pets …… Sorry, house pets are not permitted in our condominiums. NO exceptions please.

Transportation ……. Guests should arrange rental cars or other means of transportation from point of arrival to the Check-in office, located at Wailea Gateway Center. Please ask your reservationist about car packages.

ARRIVAL …….. *ALL GUESTS OF DESTINATION RESIDENCES HAWAII MUST CHECK-IN AT OUR FRONT DESK, LOCATED AT THE WAILEA GATEWAY CENTER.*

Physical Address…… Destination Residences Hawaii
Wailea Gateway Center
34 Wailea Gateway Place, Suite A102
Wailea, HI 96753

Mailing Address…….. Destination Residences Hawaii
P.O. Box 1138
Kihei, HI 96753

Telephone …… Reservations: Toll-free US & Canada 1-800-367-5246 or (808) 891-6249

Website ……. www.DestinationResidencesHawaii.com

House Rules

To help ensure that everyone enjoys their vacation, we ask for your cooperation in observing the House Rules, established by the condominium associations. We are happy to provide a copy of the House Rules for any of our properties, upon request. Please contact our Front Desk at (808) 891-6200.

RESORT FEES AND SURCHARGES ARE NOT INCLUDED IN NIGHTLY RATES.
ALL RATES, FEES AND TAXES ARE SUBJECT TO CHANGE.